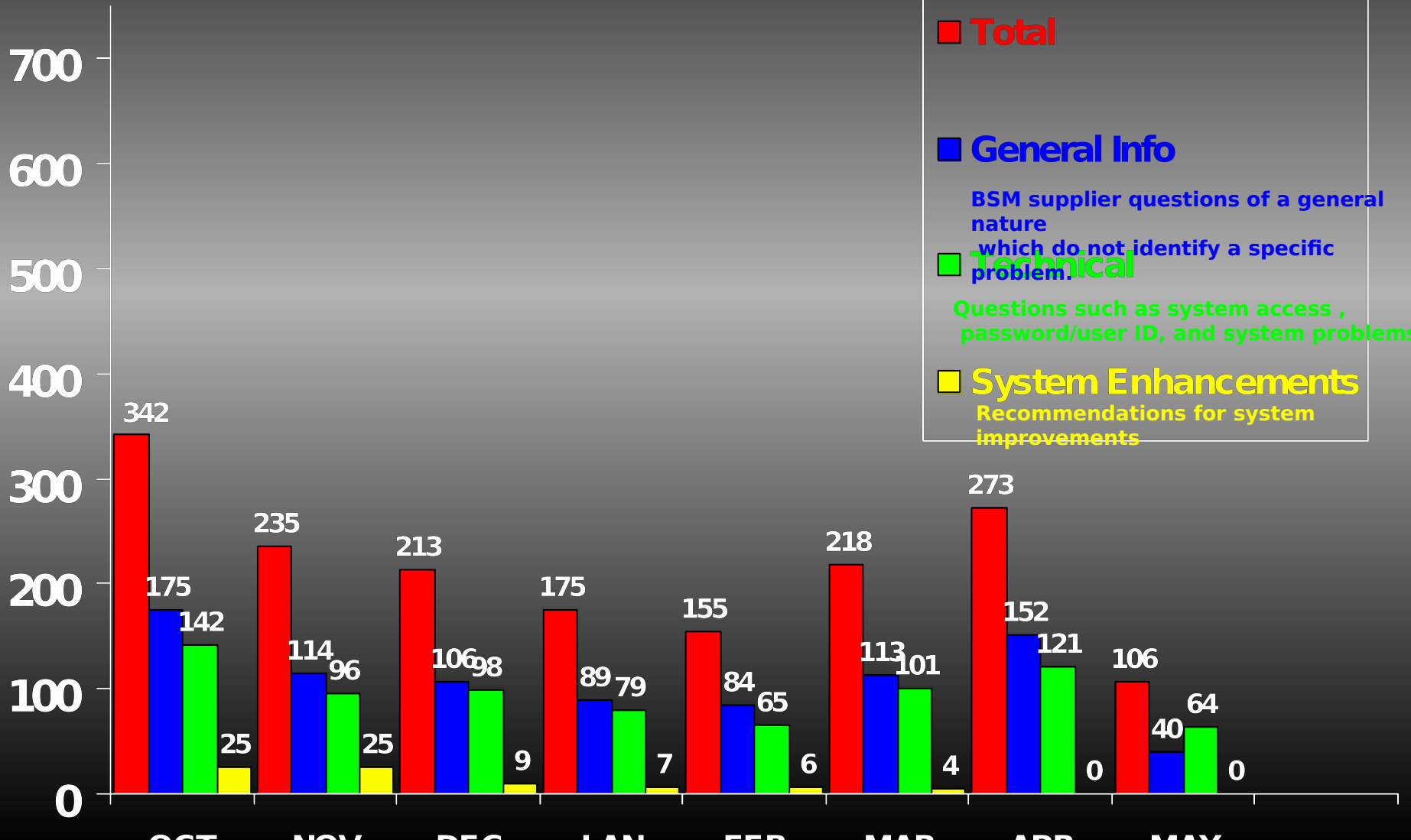




SRweb RELATED CONTACTS

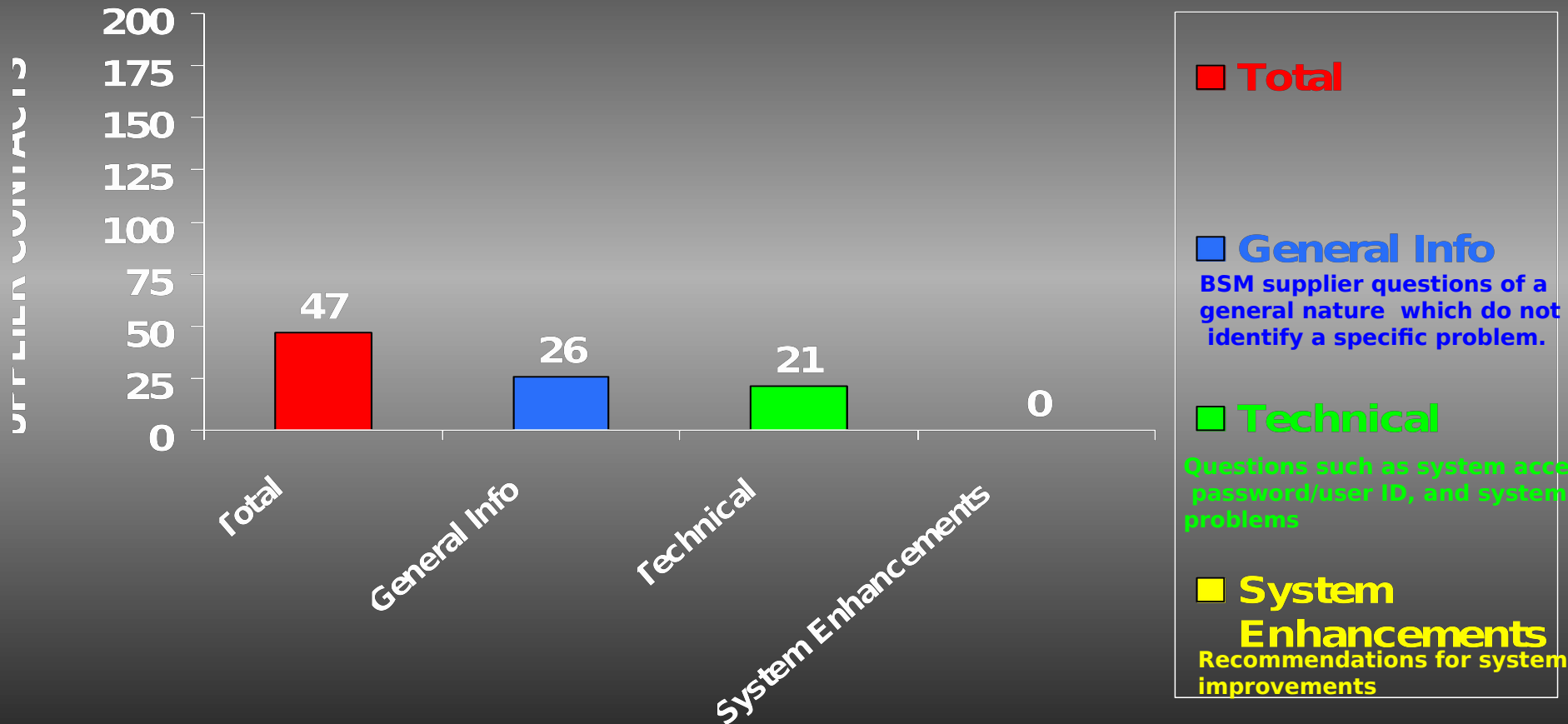
As of 15 May 03





SRweb RELATED CONTACTS

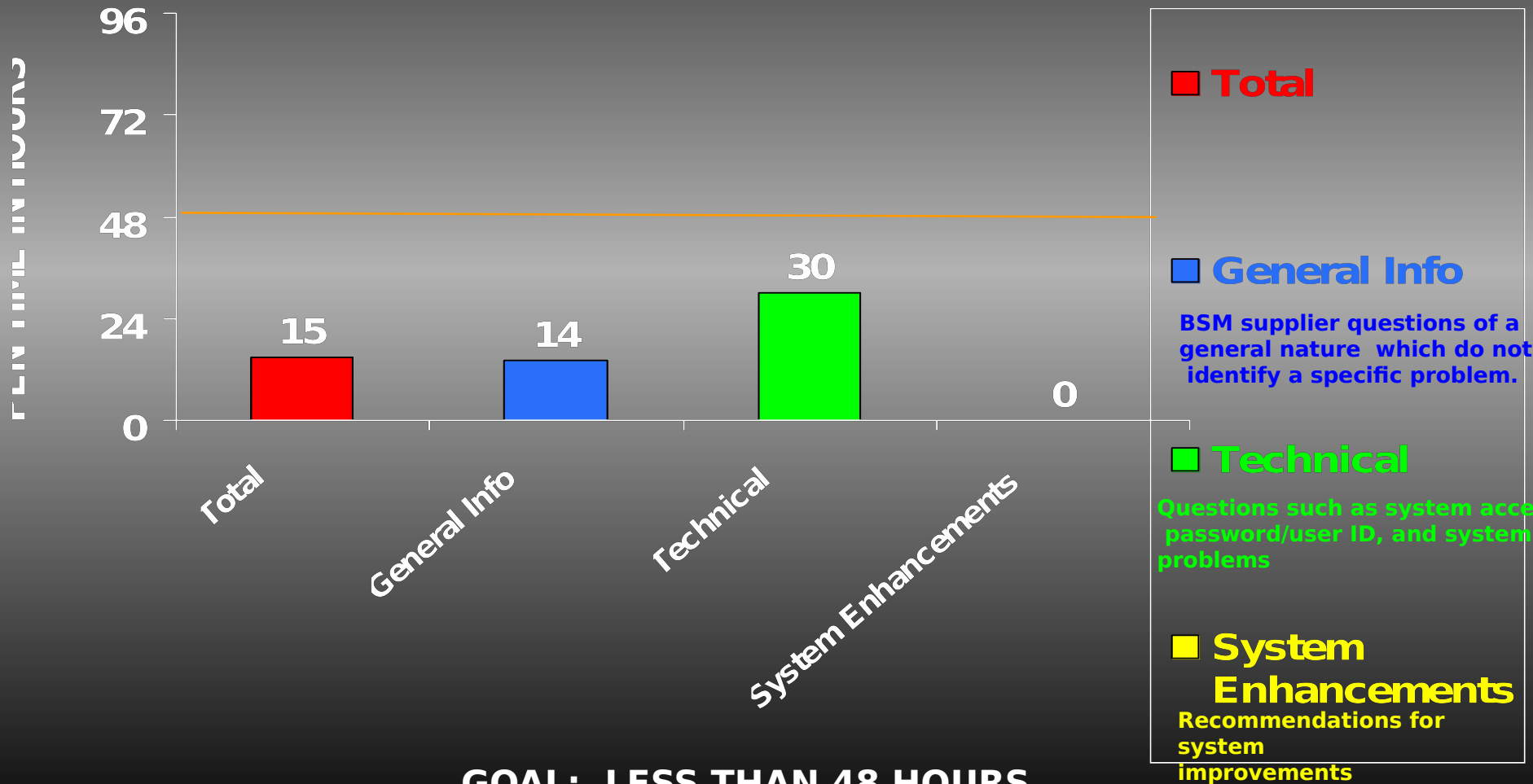
WEEK OF 09-15 MAY 03





SRweb ISSUES

Average Resolution Time
09-15 MAY 03

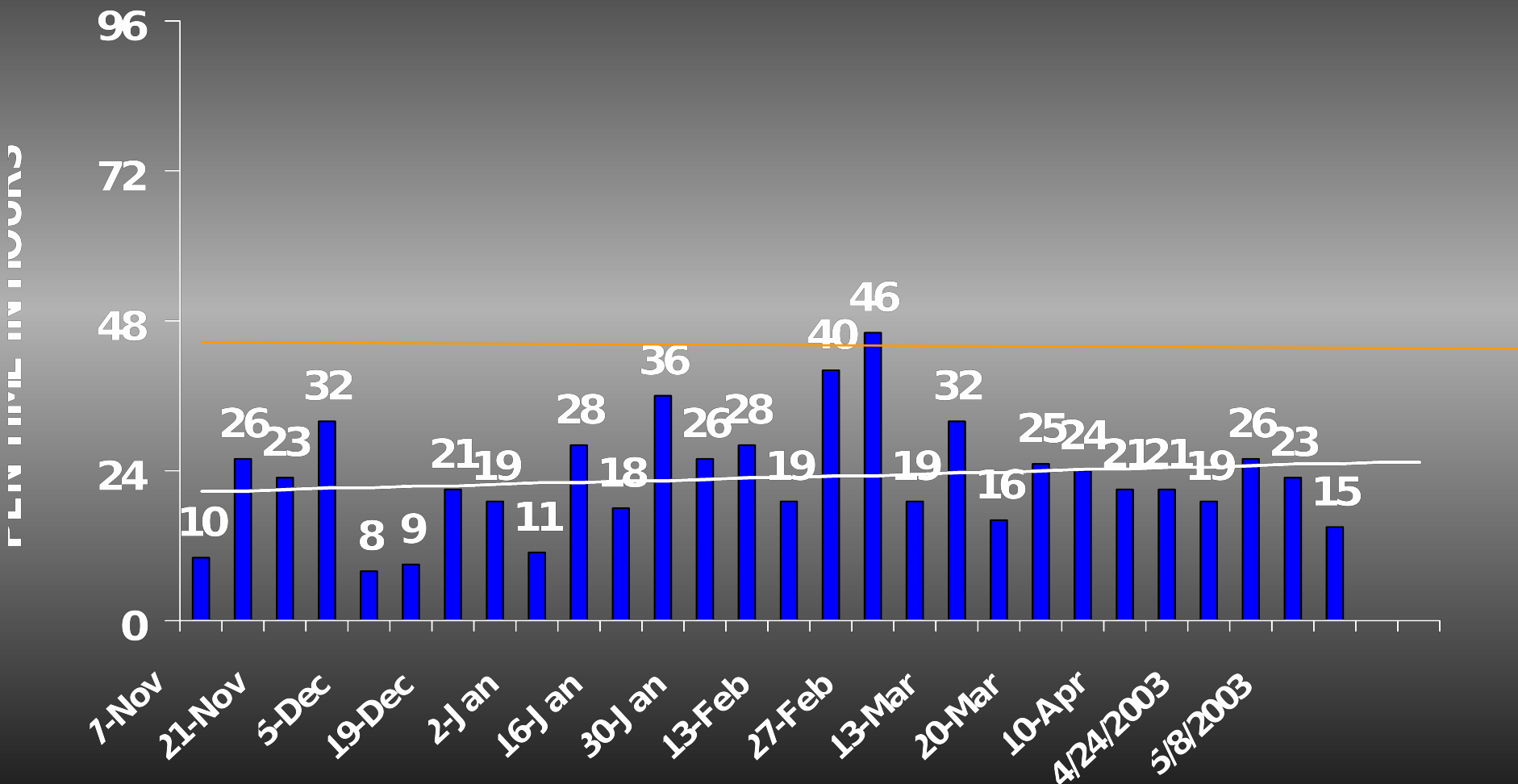


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS